



Royal Orthopaedic Hospital NHS Foundation Trust Patient Information

Your First Appointment Oncology

You have been referred to our Oncology Service for investigation of a bone lesion or soft tissue lump that cannot be dealt with at your local hospital.

We receive referrals for all sorts of lesions and lumps many are not worrying.

When we see you in our clinic we will examine and assess you and we may need to arrange further tests and investigations to obtain a diagnosis and then plan your care.

If you have any questions prior to your appointment please contact the specialist nurse team / key worker on 0121 685 4031.

Your First Appointment

Welcome to the Royal Orthopaedic Hospital NHS Foundation Trust. We want to make your visit to the hospital a positive experience and hope that this leaflet gives you the essential information you require. Please see the 'Additional Information' section if you require any further information about our services, or a copy in another language or format. Our responsibility to you is to ensure you receive the best possible care regardless of age, gender, sex or ethnicity and to provide a clean and safe environment.

Before your appointment

Your appointment letter, enclosed with this

information leaflet, gives details of when and where you should attend. If you are unable to attend your appointment on the date or time you have been given, please contact the Patient Liaison Office as soon as possible on 0121 685 4049 or 0121 685 4152 weekdays between 8.00am and 4.30pm. This will enable us to reschedule your current appointment and offer the slot to another patient. Missed appointments have a big impact on the way we provide our services, so it is very important that you contact us if you cannot attend. Please tell us if you have changed your name, address, contact numbers or GP in order that your records are kept up-to-date .

What you need to bring with you

Please make sure you bring the following with you to your appointment:

- Your appointment letter
- A list of any medication you are currently taking
- Reading glasses (you may be required to complete forms)-if needed
- Hearing aid-if needed
- You are welcome to bring a family member or friend with you to your appointment

Other points to consider

- If you have a medical condition e.g. asthma, diabetes, which requires regular medication please bring this with you e.g. pain relief, inhalers. If you are diabetic, please ensure you also bring a snack with you.
- Please dress appropriately as you may require an examination (loose clothing and appropriate underwear).
- On arrival please inform a member of

staff if you have a medical condition.

- Refreshments are available onsite
- If using onsite car parking, please make sure you come with the necessary change (see Car Parking Information p3). Due to limited space please allow time prior to your appointment for parking.

When you arrive

The Outpatients Department is open week days from 8.00am. On arrival please use the self-check in (touch screen) terminals located near the entrance to Outpatients. You will be asked to input information including name, address, date of birth etc. If you require help please ask hospital staff or Outpatient volunteers. Once you have entered your details a numbered ticket will be printed out at the terminal. Please keep the ticket and take a seat in the waiting area. Your number will be announced and appear on the display screen. Volunteers are available to guide you to your clinic.

Your consultation

Your treatment at the ROH Trust will be under the care of a particular Consultant who has overall responsibility for your medical management. Other Consultants and staff including Anaesthetists, Radiologists (who interpret your scans and X-rays) and Pathologists (who look at tissue samples) may also be involved in your care.

In clinic you may be seen by your designated Consultant, one of the Registrars, a Nurse Practitioner (ANP) or key worker, all who work as part of the Clinical Team. You will be assessed and potential treatments will be discussed with you.

Please ensure you are given the name of your consultant and keyworker before you leave your appointment.

Following your consultation you may be asked to attend Pre- Operative Assessment Clinic this may take up to a couple of hours. Please take this into consideration as you may need to bring or buy some refreshments.

Having an X-ray

As part of your outpatient consultation you may be required to have an X-ray. Your Consultant

may request this prior to your Consultation and if so the X-ray department will contact you directly to arrange this. If however your Consultant determines on the day of clinic that you require an X-ray you will be handed a request form and directed to the X-ray department by the nursing staff.

Permanent record

You are entitled to receive a copy of the clinical letter detailing your appointment consultation sent by your Consultant to your referring Consultant and/or GP. Please let one of the key workers know if you wish to receive this.

Waiting times

Every effort is made to keep to appointment times however delays can occur. Individual appointments may take longer than expected or the clinical staff may be called away to an emergency. The outpatient team will do their best to keep you informed of any delays to your appointment. Please ensure you allow plenty of time for your visit, especially if it is your first appointment. Thank you for your patience. If you are having a scan prior to your appointment you will be seen by the consultant once the scan results are available so you may be here for most of the day.

Getting to the hospital

You will find a map showing the location of Outpatients on the back of your appointment letter or by looking on the ROH website.

If using SAT NAV to locate the hospital please use the postcode **B31 2AP**.

Travelling by road:

The Royal Orthopaedic Hospital is on Bristol Road South, Northfield and is accessible from the north and south via the A38. For those travelling from further afield, detailed directions can be found on the hospital website.

Travelling by bus:

If you are travelling from Birmingham City Centre, the 61 or 63 buses run a regular service and stop outside the hospital.

International travellers:

Birmingham International Airport is within easy

reach of the hospital (30-40 minutes by car or taxi) and has regular scheduled flights from all UK, European and International destinations. For more information on Birmingham international airport please see www.roh.nhs.uk or www.birminghamairport.co.uk

Travelling by rail:

The nearest convenient railway station is Selly Oak which connects with a regular Bus service to the hospital via the Bristol Road.

The website www.nationalrail.co.uk/ may help you to make plans for rail travel to the hospital.

Blue Badge Holders

There are 11 blue badge spaces in the main car park at Gate C, and a further 9 spaces available at Gate A. A concessionary charge of £3.30 applies for all blue badge holders which covers a period of up to 5 hours. **Blue badges must be displayed along side the pay and display ticket.**

Car Parking

Patients and visitor parking is available at gate entrance A and C, the main visitor car park is located off gate entrance C, close to the Outpatients Department. The hospital operates a pay and display system and the following charges apply:

Up to 20 minutes :	Free
Up to 2 hours:	£3.80
Up to 5 hours:	£5.00
Up to 24 hours:	£7.50
Blue Badge up to 5 hours:	£3.80
7 day pass:	£17.50
28 day pass:	£50.00

For information on how to obtain car park passes please ring 0121 685 4201 before your visit for more information.

Ward or Department to sign and date the application.

There are two ways in which concessionary tickets can be application:

- A. Purchase a Weekly Ticket from the Pay and Display machines. Once purchased take this ticket and your signed form (see

over leaf) to the member of staff in the Car Park Kiosk (situated next to the Motorbike Parking), whereby after validation has taken place, a concessionary pass will be issued to display in your vehicle. This service is available between 7.30am and 6pm Monday to Friday.

- B. Take your completed form and payment to the Cashiers Office (situated on the 1st floor of the Outpatients Department) and a ticket will be issued. This service is available
Monday-Thursday 10am-2pm
Friday 10am-1pm

PLEASE NOTE

Only one concessionary ticket per patient is permitted.

£7 and £14 weekly tickets are for patients only. If validation does not take place, the machine purchased ticket will be invalid and a Penalty Enforcement Notice may be issued. Monthly tickets can only be purchased from the Cashiers Office.

There is limited parking space on site and the purchase of a concessionary ticket does not guarantee a car parking space.

Valid tickets must be displayed at all times when parking on-site.

State Benefits Claimants

Patients/visitors receiving certain income related benefits, may be eligible to reimbursement. These types of benefit include:

- Income Support
- Guarantee Pension Credit
- Income-based Jobseeker's Allowance
- Income relate Employment and Support Allowance

For more information regarding to see if you may be are eligible, please contact the Health Cost Advice Line on 0845 850 1166. To claim reimbursement, please take the tear-off part of the car parking ticket, along with relevant documentation, to the Cashiers (1st floor of the Outpatients Department)
Monday - Thursday 10 am - 2 pm

Friday 10 am -1 pm.

Reimbursement is not available when the Cashiers Office is closed.

Further information

An attendant will be available Monday to Friday, 7.30 am - 6.00 pm. For information on concessionary tickets and State Benefit Claims, please contact the hospital car parking information line on 0121 685 4201 or visit www.roh.nhs.uk.

For all other enquiries, please contact APCOA Parking (UK) Limited on 0345 3011151.

Restaurant

Café Royale is situated on the first floor of the Treatment Centre (down the corridor from X-ray), serving hot and cold meals and drinks, light refreshments and snacks.

Opening times

Mon - Fri	7.30am-6.00pm
Sat	8.00am-1.30pm

Breakfast Service

Mon-Fri	8.00am-10.30am
Sat	8.30am-10.30am

Lunchtime Service

Mon-Fri	12.00-2.00pm
Sat	12.00-1.30pm

Please note: There is currently no restaurant service on Sundays.

Vending machines

Vending machines are available, 24/7 and are located in the corridor by the restaurant.

RVS kiosk

There is a RVS kiosk, in the new Outpatients Department where you can purchase hot or cold drinks, snacks, magazines, newspapers and toiletries.

The opening hours are:

Mon to Fri :	8.00am to 6.00pm
Sat and Sun :	10.30am to 4.00pm

Snack trolley

WRVS run a trolley service to the wards on a daily basis, selling newspapers, confectionary, snacks, cold drinks and toiletries.

Infection Prevention and Control

The Royal Orthopaedic Hospital takes Infection Prevention and Control very seriously and we have one of the lowest infection rates in the country. We strive to maintain our high standards of care, hygiene and cleanliness at all times through stringent processes, monitoring and training. For further detail please contact PALS or visit the website (See details below).

Confidentiality

The Trust is committed to keeping your information safe and secure, and to protecting your confidentiality. For more Information about how we do this please read the Trust's leaflet: **"Ensuring Information Confidentiality"** This is available in waiting areas, on the Trust website (www.roh.nhs.uk) or by contacting the Communications team on 0121 685 4379.

Dignity and Respect

It is expected that staff, patients and visitors will treat each other with dignity and respect. The hospital operates a zero tolerance policy towards acts of physical or verbal aggression and action, including prosecution where appropriate, will be taken if such behaviour is displayed.

Smoking

- All NHS Trusts have a No Smoking Policy. Smoking must be restricted to designated smoking shelters only. Rear of the site by the High Dependency Unit (HDU) Please help keep the site clean and tidy by disposing of cigarette ends in the bins provided.

Patient Support

Our Patient Advice and Liaison Service (PALS) offers help, support and advice to patients, their relative, friends and carers. PALS can help answer questions you have about hospital services; respond to problems or concerns; and welcome your suggestions or comments, both positive and negative. PALS can be contacted by phone, Monday to

Friday, 8.30am and 4.30pm. See contact details below.

Macmillan Information

There are a range of information booklets available from the MacMillan Information Hub, located in the Clinics corridor on the first floor of the Outpatient department.

Patient Experience

As a hospital we are committed to listening to the views of our patients and using the feedback to inform service improvement plans. You may be asked to complete a number of surveys at different stages during your treatment. Please help us by completing the questionnaires. Your participation is greatly appreciated.

Contact Information

Orthopaedic Oncology Surgeons

Secretary Numbers:

Mr M Parry	0121 685 4045
Mr R Tillman	0121 685 4399
Mr J Gregory	0121 685 4021
Prof. A Abudu	0121 685 4151
Prof. L Jeys	0121 685 4359
Mr J Stevenson	0121 685 4037
Mr S Evans	0121 685 4144
Mr G Morris	0121 685 4399
Ms D Foong, Mr J Jagadeeson & Mr K Srinivasan (Plastic Team)	0121 685 4938
Anita Killingworth Oncology Nurse Consultant	0121 685 4031

Minor Procedures Secretary

Biopsy, radiofrequency ablation and sclerotherapy:

Julie Wells	0121 685 4398
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Macmillan Key Workers:

Andrea Slade
ANP (Advanced Nurse Practitioner) to Mr Parry and Prof. Jeys

Fiona Fitzgibbons
ANP to Mr Stevenson, Mr Tillman & Mr Morris

Emma Ward
CNS (Clinical Nurse Specialist) to Mr Gregory, Mr Evans & Prof. Abudu

Jane Forsythe
CNS for paediatrics, teenagers & young adults.

All Macmillan key workers can be reached on:

0121 685 4031

Macmillan Navigators

Lorraine Mole & Lucy Bishton
0121 685 4031

Spinal Oncology Consultant Surgeons Secretary Numbers:

Mr M Czyz, Mr S Hughes & Mr P Rehousek:

Mollie Bastable 0121 685 4205

Macmillan Keyworker:

Nicky Adams
Spinal Advanced Nurse Practitioner

0121 685 4031